

Tiered Services

Productivity, Proficiency and Peace-of-Mind



When you decide to buy a scanner from Kodak Alaris, you know you're investing in a best-in-class product with industry-leading technology. Caring for this investment is an equally important decision. Extend your advantage by relying on service and support from Kodak Alaris to deliver the performance you expect.

Tiered On-Site Service Plans

Our business depends on helping your business do great work. That's why our unique ability to serve our customers around the world with responsiveness, accuracy, and professionalism is unmatched in the industry. This value is available to you through our configured and customizable offerings.

Our on-site repair and maintenance offering covers all parts, labor and remote support. It is available in three tiers:

- **Essential** – the fundamental collection of maintenance and support options that enable the optimal operation of your scanners ensuring the productivity of your information management environment.
- **Advanced** – all of the value of the Essential tier plus extensions to key elements that enhance the overall value such as faster response times (where geographically feasible) and additional services.
- **Premium** – the Premium plan offers unparalleled convenience and value for mission critical applications where productivity and business continuity are of maximum importance. Additional Preventative Maintenance visits and premium response times are just the start.

Tiered Plans for Micrographics

Kodak Alaris offers one source for service on micrographic equipment from Canon, Eastman Park Micrographics, Kodak, and Minolta. We provide support for micrographic capture, retrieval, reader/printers, roll film carriers, and many other equipment types. With our extensive parts warehouse, 50+ years of technical support experience, and our geographical coverage, we can address your micrographics support needs.

For Micrographics products Kodak Alaris offers two on-site support tiers similar to the scanner on-site Essential and Advanced tiers.

Custom Plans

If one of these plans isn't exactly what you're looking for, we can work with you to create a custom repair package. Together we can create a cost-effective repair and maintenance program customized to your business needs.

By selecting Kodak Alaris Services, you're benefiting from the best service organization in the industry. Kodak Alaris puts you first by delivering an exceptional customer experience every time. Whether your business is large or small, global or local, you can rely on Kodak Alaris Services for dependable and flexible service options.

Want to learn more?

AlarisWorld.com/go/services

Contact us:

AlarisWorld.com/go/contactus

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IN2 Ecosystem

Today's complex data environment needs an integrated approach to information capture. The IN2 Ecosystem delivers the best information capture solution for your business with industry-leading scanners, software, and services delivered by a network of trusted partners.

IN2 Ecosystem gives you the:

- **Right Fit:** Solutions to fit your business goals, environment, and budget
- **Right Experience:** Solutions that simplify your work — from acquisition through operation and ownership
- **Right Results:** Solutions that deliver superior business value through fast, accurate, reliable information capture

To learn more about the IN2 Ecosystem, go to

www.alarisin2.com